



April 2013

FLSA: EXEMPT

COMMUNICATIONS MANAGER

DEFINITION

Under general direction, plans, directs, administers, supervises, and participates in the daily operations of the Communications Center in the Police Department and related communications systems, including the Emergency Medical Dispatch program and related training, certifications, equipment maintenance and upgrades, record keeping, and quality assurance; manages the effective use of the Communications Center resources to improve organizational productivity and customer service; provides complex and responsible computer system administration to the Eureka Police and Fire Departments, and the City of Fortuna and City of Arcata Police Departments; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises general and direct supervision over Communications Center staff.

CLASS CHARACTERISTICS

This is a mid-management classification that manages Communications Center activities, including the Emergency Medical Dispatch program and related training, certifications, equipment maintenance and upgrades, record keeping, and quality assurance. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing complex support to the Department in a variety of areas. Successful performance of the work requires an extensive background as well as skill in coordinating departmental work.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Organizes and supervises operations of the Communications Center, including providing direction to ensure quality performance and customer service, overseeing staff duties in various areas, supporting communications dispatch staff in dealing with difficult matters or people, providing training, motivation, and evaluation for staff, assigning and scheduling tasks, analyzing and creating documents regarding work flow, work space, procedures, and policies, and preparing/presenting annual performance evaluations to staff.
- Identifies needs for changes to provide improved services; investigates and responds to complaints from the public, other agencies, and/or other City departments and staff; participates in annual budget preparation for the Division; purchases equipment and supplies; updates department maps; tests and inspects equipment; maintains the department policy manual; updates the procedure and communications training manual.
- Supervises communications dispatch staff, including preparing and conducting employee evaluations, arranging for adequate staffing for every shift, implementing discipline and termination procedures as necessary, and managing the new dispatcher training program.
- Manages the Emergency Medical Dispatch program, including training, certifications, equipment upgrades, record keeping, and quality assurance.
- Receives and evaluates 911 police, fire and medical emergency calls and related business calls for the City during specified hours; provides information and/or transfers calls to the appropriate department, agency or response organization, as needed to support regular operations.
- Dispatches public safety emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency and sending appropriate response unit, as needed to support regular operations.

- Maintains 911 equipment and database, including reporting incorrect addresses, telephone, and routing problems, implementing required training, preparing reports, and programming computer as needed.
- Manages the Department's computer and telecommunications systems, including the 911 system, Police and Fire Radio System, California Law Enforcement Telecommunications System, the Computer Aided Dispatch Systems, Records Management System, Mobile Data Computers, Fire Department Data Link, Police and Fire AS400 computer system, and emergency paging system for Eureka Police and Fire Departments, and the City of Fortuna and City of Arcata Police Departments.
- Upgrades computer software, purchases new equipment, coordinates computer downtime with each department, performs scheduled back-up procedures, troubleshoots equipment, trains users, implements policy, procedure, protocol, and training, and coordinates with outside software and hardware vendors, as necessary.
- Acts as the Agency Terminal Coordinator (ATC) for the California Law Enforcement Telecommunications System (CLETS) for the Department, including configuring and maintaining terminals, maintaining training records for all users, participating in upgrading access and connectivity, assigning training for all new users, and coordinating bi-annual testing for all CLETS users.
- Maintains records of dispatch reports and audio recordings of police and fire telephone and radio calls, including copying recordings for release to specific City departments, training new users for the logging recorder, and providing court testimony for authentication of dispatch records.
- Serves as the Emergency Operations Center Communications Chief, including ensuring all communications links are established and accounted for, determining specific computer requirements for all positions, and developing and distributing a plan which identifies all systems in use.
- Serves as the Public Safety Answering Point (PSAP) Manager.
- Performs other duties as assigned

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of budget administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes and regulations concerning the operation of the Communications Center, including the Public Records Act.
- Organization and management practices as applied to the development, analysis and evaluation of programs, policies and operational needs of the Communications Center.
- Recent and on-going developments, current literature, and sources of information related to the operations of the Communications Center.
- Safety principles and practices.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor projects, on-time and within budget.
- Plan, organize, schedule, assign, review and evaluate the work of staff.
- Train staff in work procedures.

- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, evaluate, and create new service delivery methods, procedures and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures and other written materials.
- Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound decisions and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework in communications, business or public administration, or related field, and five (5) years of supervisory experience in a Communications Center. An Associate's degree is highly desirable.

License:

- Valid California class C driver's license with satisfactory driving record may be required.
- Medical Priority Emergency Medical Dispatcher Certification.
- CPR Certification.
- Successful completion of POST Communications Training Officer course.
- POST Public Safety Dispatcher Certificate.
- Certified CLETS trainer by the Department of Justice.
- Completion of System Operator Course for AS400.
- Civilian Supervisory and Instructor Development courses.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification that requires extended periods of time of sitting; standing in work areas and walking between work areas may also be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work on evenings, weekends and holidays.